

Kaci Nguyen

Product Designer / UX Researcher

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EDUCATION

University of Texas at Austin

GPA 3.89, Aug 2018 - May 2022

B.B.A. in Management Information Systems
and Canfield Business Honors
Minor in Informatics (HCI)

LEADERSHIP

Texas Convergent | Austin, TX

President, June - Dec 2020

+ Planned virtual programming and strategy to launch Build Team and Incubator programs for 150+ members and 30+ officers

Texas Convergent | Austin, TX

Build Team Director, Jan - May 2020

+ Created UX/UI design curriculum with lesson material and design exercises deployed in weekly meetings to +60 members

SKILLS

Tools

Figma, Sketch, Illustrator, Photoshop,
InVision, Keynote, Tableau

Design

Journey Maps, User Research, Usability
Testing, Heuristic Evaluation, Competitive
Analysis, Lo/Hi-fi Mockups, Wireframing

Code

HTML/CSS, SQL, Basic Python

EXPERIENCE

Apple | Austin, TX

Learning & Development Intern, June - Aug 2020

+ Developed template to map functional skills, tools, systems, and processes needed for success

+ Conducted user interviews with internal stakeholders across the AMR Ops organization

+ Captured insights in personas, stakeholder map, and user journey map and highlighted programming opportunities to optimize onboarding learning

Well Aware Nonprofit | Austin, TX

Business Development Intern, Feb - May 2020

+ Analyzed social media data using Hootsuite to develop content strategy to increase brand awareness and engagement

+ Drafted social media content based on audience insights and social media analytics

ThousandThread | Austin, TX

Product Designer, Dec 2019 - Jan 2020

+ Designed mobile app and website features using insights collected from user interviews

+ Created flow diagrams, storyboard, personas, and wireframe to guide final UX/UI design

Austin Pets Alive Nonprofit | Austin, TX

Design Researcher, Aug 2019 - Dec 2019

+ Conducted in-depth user and design research to uncover opportunities to better integrate the digital and in-store donation experience